



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT AGENCY
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT EUSTIS
210 DILLON CIRCLE
FORT EUSTIS, VIRGINIA 23604-5006

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March 6, 2006

MEMORANDUM FOR Fort Eustis Community Well-Being Action Council/Commander's
Army Family Action Plan Steering Committee Attendees

SUBJECT: Fort Eustis Community Well-Being Action Council/Commander's Army Family
Action Plan (AFAP) Steering Committee

1. Meeting took place 2 Feb 06, 1400, Building 210, Command Conference Room. The
following members were in attendance:

Garrison Commander
Deputy Garrison Commander
Post HQ Command Group, AD Soldier Rep
Acting Garrison CSM
Senior Officer Spouse
Senior Enlisted Spouse
MCACH
IG
FS Garrison Commander
7th Group DCO
8th Brigade XO
Garrison Chaplain
DMWR
DOIM
CPAC
DPTMS
AG
DPW
DOL
DPTMS
DECA
General Manager, AAFES
USATSCH
AATD
Veterinary Treatment Facility Clinic
ACS Director
Veteran Representative
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Civilian Representative
MWR-CYS
ACS-Family Advocacy Program
FRG and Mayoral Program Representative
GMH
DMPO
ISO
Retiree Council
AATD
AG
NERO
PMO
DPTMSEC
EEO
MCACH
AG
Installation Well-Being Coordinator
AFAP Program Manager
ACS, Administrative Support

2. GC opened the council with statement of purpose for the Well Being Action Council and AFAP Steering Committee. He also explained the efficacy of combining the two executive councils from a resource duplication standpoint.

3. Installation Well-Being Coordinator followed with a briefing on the Well-Being initiative, defining and providing the rationale for such a program and explaining its structure, process, feedback mechanisms and strategic communications elements. Thereafter, she provided a report on the Interactive Customer Evaluation (ICE) system for the first quarter FY 06 citing both usage trends and overall customer satisfaction level for Garrison directorates and stand alone organizations such as, AAFES, DeCA, MCACH, DENTAC, etc. Senior Officer Spouse representative observed that the ICE kiosks in the Main PX and the Commissary were down. Discussion followed concerning unauthorized use of the computers by Soldiers doing e-mails and shutting down the system for ICE purposes. DOIM Director stated that unmonitored kiosks could be a recurring problem having already received work orders in the past.

4. AFAP Coordinator began her portion of the Council/Steering Committee by asking for written responses from the subject matter experts on the AFAP issues not out-briefed with a suspense of 17 Feb 06.

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5. AFAP Coordinator reported on the following AFAP Issues:

- 111 issues submitted to AFAP
- 23 prioritized at AFAP
- 6 of the 23 to be sent to TRADOC
- 1 of the 23 resolved at Symposium
- 4 of the 23 worked through Agency to resolution
- 88 not worked at Symposium to be forwarded to agencies by 8 Feb 06
- 14 of 88 already answered by agencies

6. The following AFAP issues that were recommended to be forwarded were discussed. Everyone in attendance received a copy of the issues, the scope and the conference recommendations.

a. Issue #7: Meal Card or Food Allowance for Single Soldiers. DMPO stated it was the Commander's decision. FS GC said that if the Soldiers were given a choice, the mess hall would probably not be used. GC stated operation was at 40-50% and perhaps offering ala carte would help. Recommendation was to not forward this issue.

b. Issue #8: DMV and State Services Provided on Fort Eustis. GC will try to work this issue locally and check with Langley Air Force Base. In the meantime, information needs to be provided to Soldiers on how to access DMV via the internet. Suggestion was made to include information in Welcome Packets. PMO will take the lead on this.

c. Issue #10: Increase Child Care Subsidy for Jr. Enlisted Soldiers. Last year 65% of cost was covered by the government and 35% by the Soldier. Recommendation was made by GC to allow local distribution to Soldiers to include off post subsidy. This issue will be forwarded to TRADOC.

d. Issue #18: Clothing Allowance Needs to be Raised. This issue will go forward.

e. Issue #22: Health Benefits for Retirees. This issue will go forward.

f. Issue #23: Private Information on Official Documents. This issue will go forward.

7. Well-Being Coordinator began the Well-Being Focus Group Issue Update and Discussion. Soldier and Retiree Focus groups met on 7 and 8 December, respectively. Ten issues were developed by the Soldier Focus Group and 15 issues developed by the Retiree Group. Council

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members were provided with the issues, scope, recommendations by each group, and responses previously submitted by service providers.

a. Survival Assistance Office (RET-FY06-001). Scope: Survival assistance is not consistently applied to survivors of retirees. Supposedly, there is a system in place for this service, however, few people know how to go about getting it. This impacts the retiree community by sending out the message that once you're out of uniform, your family doesn't matter. Council suggested putting the information POC, office location, governing regulations and necessary documentation in the Retiree Newsletters and getting the information out via the VFW and American Legion POCs. GC stated he would work the money issue. Another recommendation was to check with the local newspapers and have PAO work the media part. It was also recommended that AG provide Survivor Assistance POC information to area funeral homes. It was concluded that information outlets discussed above, (with the exception of the funeral homes) would also satisfy RET-FY06-002, the retiree concern that they are out of the communications loop.

b. Dry Cleaning Services (AAFES – Fort Story) (SOL-FY06-006). Scope: The cost of cleaning a uniform at the Fort Story Dry Cleaners is \$7.50 as compared with \$5.00 at Fort Eustis. Soldiers at Fort Eustis and Fort Story should pay the same amount because they are part of the same community. This impacts the Soldiers at Fort Story economically and also makes them bear more of a financial burden than their counterparts at Fort Eustis. AAFES General Manager stated that the reason the prices are higher is because prices are based on area survey averages minus 20% and that area costs in the Virginia Beach Area are higher than in the Newport News area. He further stated that should the service become unavailable, AAFES would start a drop-off service to Fort Eustis at no additional cost to the Soldier. With the new ACUs there would be a smaller demand for uniform laundry services.

c. Military Clothing Sales Hours (AAFES) (SOL-FY06-007). Scope: Military Clothing Sales at the main PX at Fort Eustis and the Mini Mall at Fort Story open at 0900 and 0800 respectively. These hours do not meet the needs of Soldiers when they need military items earlier in the mornings. The result is that if they find they need parts of a uniform, brass, etc. they just have to be out of uniform until the store opens. AAFES GM stated that past customer sales did not justify earlier openings or later closings. In an effort to serve the Soldier, however, he stated that earlier/later needs would be met on a case by case basis where the Soldier notifies AAFES personnel in advance. If a Soldier needs to get uniform items earlier, they could call the night before and arrange to have the facility opened.

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d. CDC/Hours (SOL-FY06-008). Scope: The Child Development Center opens at 0530. For early morning activities, e.g. special runs, urinalysis, mock deployments, etc.), Soldiers are faced with being unable to arrive on time or of having to bring their children with them, either leaving them in the car or actually bringing them to formation. GC said the CDC will open earlier on an "as needed" basis. CDC can do this, however, it will need at least two weeks notice from the unit for scheduling and staffing purposes. In the past, when CDC has been open earlier, only one or two Soldiers have shown up early. GC asked Group and Brigade to let him know if they need this service.

e. CDC Waiting List (SOL-FY06-009). Scope: The waiting list for child care at the CDC results in waits up to three years. SMs are encouraged to get on one list once pregnancy is confirmed, and then another list once the child is born. Due to the wait being so long, parents are forced to find child care off post which creates financial hardship or, in the case of single Soldiers or dual military, make the hard decision for one or both to get out of the military. CDC has ordered more infant equipment (changing tables/cribs) to increase the number of slots. Also, extensive efforts are underway to recruit more on and off-post (via "Homes off Post Program" now under review) family care providers.

f. Community Activity Before 9/11 (RET-06-005). Scope: There were many more activities to pre 9/11, e.g. Bingo at the club. By increasing the number of activities to pre 9/11 levels, the Fort Eustis community will benefit by increased attendance and the revenue their presence brings. DMWR stated that the only activity that was cut was Bingo and that was due to a huge financial loss (\$68,000) due to the enforcement of non-smoking rules and Bingo players not participating as they had in the past. He also commented that there were other MWR activities in which to participate and to his knowledge no others had been cut post 9-11.

g. Community Support Group for Next of Kin and Extended Family Members (RET-FY06-006). Scope: There is no current program which provides outreach and support to the above stated family members during times of related Soldier's deployment. Lack of support and outreach alienates this group and diminishes the connection they have with the military. Family Readiness Coordinator responded that there is a spouses waiting list and on post organizations such as Family Readiness Groups are established to assist family members. She also reported that PWOC has initiated a deployed spouses and next of kin group which meets twice monthly and that they are coordinating with area churches to host the event periodically (MOU being developed with Asbury Methodist Church).

h. Fort Eustis Club Dining (RET-FY06-010). Scope: Based on a survey conducted by one of the focus group participants, cost of special events meals (e.g. farewell luncheons/dinners,

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balls/dances, organizational social events) at the Fort Eustis Club exceeds the average price of similar meals in the surrounding community. These high prices discourage club usage by all community members. DMWR stated that the prices at the Fort Eustis Club are in fact comparable to establishments as the club had lowered its prices last February. He also offered to meet with the person who conducted the survey to review the findings with her. Buffet lunch will begin again at \$5.75.

i. Fort Eustis Bowling Facility (RET-FY06-011). Scope: The Fort Eustis Bowling facility suffers from a number of maintenance/accessibility issues, including constant break-down of aged equipment, no temperature control, and severely limited accessibility for the wheelchair bound. These conditions discourage use by members of the community, which affects revenues brought onto post. DMWR stated that most of these issues will be corrected in the coming year. Equipment and infrastructure to be updated and wheelchair ramp installed.

j. Anderson Field House (RET-FY06-015). Scope: When McClellan Fitness Center is closed, patrons having difficulty with stairs have to go to Anderson Field House. However, the fitness equipment at Anderson is on the 2nd floor and is not accessible to those with these difficulties. This results in having to go to outside facilities on Saturday and Sundays or not pursuing their fitness regimen on these days. This complaint has been remedied in that some of the cardio-vascular equipment has been moved downstairs.

k. Post Phone Directory (RET-FY06-013). Scope: The post phone book is poorly organized and often simply does not have the number you need. Its current state does not justify the funds being expended for publishing it and takes money from other services that could use it. The phone book takes no funds from any source except the advertisers. Therefore, no community funds being expended. Entries are arranged alphabetically and not along the lines of the post wiring diagram due to customer confusion. Such an organization would require the public to know in which organization a certain office falls. Clearer, more detailed entries being supplied to area phone books (e.g., Verizon).

l. GMH Housing (SOL-FY06-001). Scope: When housing was privatized, Self-Help was eliminated. Now, for even the smallest of jobs, e.g. replacing vent filters, repairing screens, work orders have to be submitted. Future appointments have to be made, usually requiring a wait and schedules have to be arranged to be at home when the repair person shows up. The effect of this process results in not having the small repairs/replacements done as expeditiously and the loss of time from work when having to be on the premises while the repairs are done. GMH representative responded that Self-Help will not be reinstated, however, service members can pick-up air filters, grass seed, top soil and paint for touch-ups (must bring own container).

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m. GMH Handicap Accessibility (SOL-FY06-002). Scope: Homes in the 2100 area have doors that are not wide enough for wheelchairs and there are no grab bars or removable shower heads for shower assistance. These units are some of the last to be vacated for new construction. This affects the quality of life for the handicapped family members, puts an additional amount of stress on the service member as he/she worries about the family member, as well as increases the risk of injury. GMH representative stated that the family needs to let them know if any family members require special needs because they are prohibited by law from asking if the Soldier has any exceptional family members. A recommendation was made to include information in the Fort Eustis Welcome Packets to include a statement inviting Soldiers to let GMH know if they have family members with special needs. She also stated that at least 5% of the new homes at Fort Eustis and Fort Story will be designed and built to be fully handicap accessible.

n. GMH Waiting List Policy (SOL-FY06-003). Scope: Soldiers are given the choice of two sets of quarters before accepting them. If neither is accepted, their name is placed at the bottom of the list. This forces Soldiers who want to remain on the list for more desirable/adequate housing on post to have to look for housing off post because of the much longer wait resulting from being placed at the bottom of the list. GMH responded there will be no change to the current waiting list policy. GMH and the Army agreed on this policy. However, the GMH representative did indicate that in such cases they would be willing to work with the Soldier to see additional quarters if possible.

o. Post Office Parking (SOL-FY06-010). Scope: The parking lot at the Fort Eustis Post Office is too small to handle the volume of customers, especially during the lunch hour when a lot of AD Soldiers use the facility. This has resulted in accidents in and around the parking lot and in customers who have to get back to work not having enough time to complete their mailing transactions because of the wait for a parking space. Response was that there is ample parking in the commissary parking lot directly behind the post office. DPW has erected signs indicating the location of this additional parking.

p. Designated Parking (PX/Commissary/Club (RET-FY06-007). Scope: Designated parking places for senior NCOs and Officers were eliminated without notice or explanation and replaced with three GO slots (when there are only two on post), "honorary achievement" slots and additional volunteer slots. When a Soldier has spent 20-30 years in the military, he/she should have the self-satisfaction of knowing that his/her contribution to the military is valued enough to rate designated parking on Fort Eustis as there is with other Army installations and sister services. This deprivation of such longstanding privilege devalues and dismisses the Soldier's longevity and contribution to the military. The CG made this change and will remain as is. There are more volunteer slots and fewer Soldier slots to encourage volunteerism.

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q. Designated Parking (PX/Commissary/Club (RET-FY06-008). Scope: Designated parking spaces are located near the front entrance to these facilities. On a typical day, the great majority of these spaces go unused with the elderly, pregnant women and women with small children often parking far away and walking past these empty slots. This sends the message that we do not care about those who would benefit most by being able to park closer to these facilities. The answer provided was the same as the above.

r. Handicap Spaces at Main PX (RET-FY06-009). Scope: Handicap spaces at the Main PX are located outside the main door to the mall. The Re-fill Pharmacy is located inside the mall at the east entrance. Handicapped customers using the main entrance have to walk further to the pharmacy often navigating the many vendors in the mall area. DPW has created two additional handicap parking spaces at the east entrance to the PX.

s. Troop Medical Clinic – Fort Story (SOL-FY06-004). Scope: The medical personnel are of questionable competence, often misdiagnosing the problem or writing the wrong prescriptions. This affects the health and medical safety of all of the patients treated there. The MCACH representative stated that patients should file formal inquiries/concerns through the MCACH Patient Representative. To date, there have been no formal complaints re: inadequate service and internal personnel evaluation procedures have revealed no deficiencies on the part of Fort Story medical personnel.

t. Troop Medical Clinic – Fort Story (SOL-FY06-005). Scope: The medical clinic does not have enough medical supplies and when Soldiers have to go to Little Creek Amphibious Base, they have to supply their own transportation which sometimes is very difficult to make happen. The impact is that Soldiers don't get their medical needs met or can't do so without undue inconvenience. The representative states that with 2-3 days notice, supplies will be provided. Transportation for outpatient medical care is a unit responsibility.

u. TRICARE (RET-FY06-004). Scope: Retirees must see physicians off post if they are unable to be seen at MCACH (new retirees will not have the option to be seen at MCACH). There is significant concern that retirees do not know how much they will have to pay for doctor visits and thus how much a particular visit will go toward their annual \$3000 cost share cap under Tricare. The elimination of all fees is being worked as an AFAP issue at DA level. Also, Tricare publishes a booklet available for pick-up at the hospital that includes answers to many of the questions concerning providers, cost shares, etc.

v. Transportation Corps Week (RET-FY06-003). Scope: Retiree population does not have the full opportunity to participate in the activities of TC Week due to lack of information. The

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impact is that retirees suffer a lack of connectivity with the Corps and the post loses out on their financial contributions to the events. GC will bring this up with OCOT.

w. Customer Parking at Military Personnel Bldg. 662 (RET-FY06-012). Scope: Customer traffic at Bldg 622 is high and constant all day. Spaces set aside for these customers are often used by SDDC employees. This results in customers taking more time to drive around and search for parking and walking to and from far away parking lots. This inconveniences the customers and causes them to spend more time away from their jobs. PMO representative stated they would monitor the parking lot on a regular basis during operating hours to ensure compliance. Currently, pink tickets (no monies involved) are issued. Offenders will be given tickets and repetitive violators will have their vehicles towed at owner's expense.

x. Random Gate Check (RET-FY06-014). Scope: Drivers onto Fort Eustis who are pulled over for inspection are not informed as to the reason for being pulled over after the inspection has been completed. Drivers are left wondering whether they are being targeted or whether the check is indeed random. PMO rep says that it's random for safety reasons and that once the check is completed they will tell the driver why they were pulled over.

8. Installation Well-Being Coordinator briefed the results of the on-line Well-Being Corporate Survey administered from mid-October through mid-November. One hundred twenty seven mission leaders from the Fort Eustis/Fort Story Community took the survey which evaluated the services provided by the "Big Six" Garrison directorates -- those receiving 90% of Garrison funding and consisting of DHR (AG), DPW, DOL, DMWR, DOIM, and DPTMS. Respondents were asked to rate services in areas of performance, importance to mission accomplishment and priority based on troop interest. Based on a weighted metric, all directorates earned an "amber" rating -- meeting standards with problems in some areas. The top five functions of each directorate were discussed. Most were all between 3.0 and 3.9. GC stated that he would like to see them between 4.5 and 5.0. Directors were then asked to discuss at least two comments tied to services that were rated "poor, very poor, or not important."

a. DHR Comments:

Response: To expedite the process, personnel have been added to the front desk to screen paperwork as customers sign-up to make sure they have proper paperwork before waiting. Looking also at efficacy of incorporating an appointment system for certain periods of the day. It was pointed out that some of the problem is in the system which processes the new CAC card which can be very slow.

(1) Function: ID Cards -- "The ID Card Section is monumentally slow."

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(2) Function: NCOERs Postings – “Postings not timely.” Response was this is an Army-wide problem that is still being worked on out of the St. Louis Enlisted Records Division.

b. DOL Comments:

(1) Function: Tactical Maintenance – A Civilian contracted DS level maintenance shop can make getting unit vehicles repaired difficult at times; need much more emphasis on GS and DS level maintenance. Response was contractor is meeting all standards. Staffing and equipment limited due to funding.

(2) Function: Central Issue Facility – CIF doesn't have a system of checks and balances; MTOE company in TDA BN. Deploying Soldiers not outfitted with proper equipment because of TDA mission. The Central Issue Facility is a customer funded operation. Although DOL provides the service of issuing organizational clothing and individual equipment (OCIE) to support activities, we are not funded to put the stock on the shelves. Each supported customer must provide funding to purchase the items required to meet their mission needs. It is always a constant drill to obtain the required funding to put adequate stock on the shelf. Frequent reports are provided to the lead POCs for each supported activity. Additionally, we keep them informed on funding requirements and shortfalls.

c. DPW Comments

(1) Function: Service Orders – DPW programs underfunded and work orders limited to P1 and P2. Response was GC does not see this changing.

(2) Function: Road Maintenance/Repair – Poor maintenance on Monroe Ave. near 7th Group HQ and BN HQ. Response was funding has come through and that sections of the road will be repaired.

d. DOIM Comments:

(1) Function: Enterprise Services – Computers shut down without notice. Response was this is a directive from Chief of Staff. For IAVAs, the organization is notified before shut down. However, for unauthorized access, there may not be a notification (2) Function: Telephone Service – Bldg. 664 under supported for telephone service. Response was that according to the Brigade CSM, there are enough phones.

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e. DMWR Comments:

(1) Function: Recreation – The Outdoor Recreational Center is now useless to 90% of the population on FE and does not have a lunch program nor allow for unit functions. Response was they are now open for lunch and also on Saturday and Sunday. All is going fairly well with business picking up and have received favorable comments on the food. The facility is also now available for unit functions.

(2) Function: Recreation – The Post Library has not changed since 1986. Response was that the Fort Eustis Library just received many improvements, new computers and an additional librarian. A 1391 has been submitted for a new library at Fort Story.

f. DPTMS Comments:

(1) Function: Military Schools – Soldier has had zero opportunities for schools in four years. FE has Airfield – why no Air Assault program? Response was that this is a unit responsibility and a 4187 needs to be submitted through the Chain of Command.

(2) Function: PERSEC-LAN Access – Takes way too long to get an e-mail account established. Response was they are hiring two more security specialists. The goal is 24-48 hours for processing TCFE 125s.

9. Meeting ended at 1615. GC thanked all for their participation. The next Well Being Action Council will meet in May 06.

/original signed/

Colonel, TC
Garrison Commander